CNP Claim, Submission, Confirmation and Reimbursement Guidelines

Claims for Reimbursement must be filed for each month a sponsor is approved to operate. Initial claims are due no later than midnight on the 20th calendar day after the end of the reporting month. Upward ($), revised claims are due no later than midnight on the 50th calendar day after the end of the reporting month. Zero ($), change revisions or downward ($) revisions are required to be submitted as soon as discovered. Detailed submission guidelines based on the type of submission are listed below.

Online Submissions
Claims must be submitted no later than the deadlines detailed above. If a claim is submitted online and returned “Invalid” by the Alabama State Department of Education (SDE), the claim must be corrected and resubmitted within the deadlines but in no case later than five (5) days after the notification date.

Fax Submissions
Faxed claims must be received no later than the deadlines detailed above. Unless instructed otherwise by SDE Accounting staff, fax submissions should be made to 334-242-0103. If a claim is submitted by fax, DO NOT mail the original. If the date and time is kept current in the fax machine you are using, documentation provided by the fax machine, either a confirmation sheet or a copy of the transmission log, is sufficient proof that a claim was submitted timely. A copy of proof of timely submission must be maintained with the original claim in your records for the required retention period. Please follow the general inquiry policy below if you wish to confirm receipt of your claim submission.

Claims Submitted by Mail
Mailed claims must be postmarked no later than the deadlines detailed above. In the case of submissions on the deadline date, it is the sponsor’s responsibility to assure that the post office stamps the proper postmark date on the envelope. Please wait a minimum of 5 business days when confirming the receipt of your mailed submission, and follow the general inquiry policy below.

General Inquiries and Claim Communications

Email Communications
We will make every effort to respond to email inquiries from authorized contacts concerning CNP reimbursement claims as time permits. The email inquiry must contain the sponsor’s name, 3-character sponsor number, name of person inquiring and return email address.

Voice/Phone Communications
We will answer questions by telephone from authorized contacts as time permits. Persons inquiring must provide the 3-character sponsor number. Voicemails can be left in the event that phones are busy. The voicemail must include the sponsor’s name, 3-character sponsor number, the caller’s name and phone number.

Requesting Status of Reimbursement
SDE Accounting will make every effort to process claims received as quickly as possible. Claims requiring special handling or review will be delayed. We will make every attempt to answer questions about status of reimbursements as time permits. The site data sheet or online claim status may be viewed through the CNP Online System.

Amount of Reimbursement
At this time we provide an estimated reimbursement itemization for online claim submissions. However, we are unable to provide reimbursement itemization details for CNP programs that are not submitting online claims at this time. Sponsors are trained to calculate the amount of reimbursement they expect to receive. Sponsors should compare this to the amount that is actually received each month. If a discrepancy is discovered please recheck your work and submit a revised claim if required. If all appears correct, contact SDE Accounting for further instructions. Be prepared to provide your calculations to SDE Accounting for review. Upon receipt of sponsor’s calculations, we will make every attempt to provide assistance as time permits.

Revised Claims Reimbursement Adjustments
Upward ($) revised claim reimbursements which are $10 or more are generally paid in a separate State warrant. Upward revised claims totaling less than $10 or downward ($) revisions are generally added to or deducted from the next claim reimbursement. If the upward or downward adjustment is for previous fiscal year activity, SDE may manually initiate a warrant or request a refund from the sponsor.

Email inquiries to: cnpclaim@alsde.edu
Telephone inquiries to: (334)242-9920